IDEALair

# CG2 Commercial Grade Dehumidifier

**Model: 700899**

# Owner's Manual

**PLEASE READ AND SAVE THESE INSTRUCTIONS**

# INTRODUCTION

## *Thank you for choosing the IdealAir CG2 Commercial Grade Dehumidifier*

This Owner's Manual will provide you with valuable information necessary for the proper care and maintenance of your new dehumidifier. Please take a few moments to read the instructions thoroughly and familiarize yourself with all the features and operation of this dehumidifier.

***PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE USING THE PRODUCT.***

## Unpacking the dehumidifier

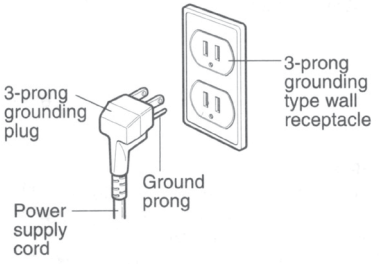
Please **DO NOT** dispose of any packaging until you have checked that the appliance is operational. After removing packaging ensure the contents are intact and complete. In the unlikely event of missing parts, contact Ideal Air Support directly at (877) 9-IDEAL-1 or support@Ideal-Air.com.

**DO NOT** leave children unattended with any of the packaging since it is a potential source of danger. Disposal of all packaging must be carried out responsibly & safely. ALWAYS recycle the packaging material where possible.

**⚠ WARNING**

Electrical Shock Hazard
Plug into a grounded 3 prong outlet.
Do not remove ground prong.
Do not use an adapter.
Do not use an extension cord.
Failure to follow these instructions can result in death,fire,or electrical shock.

***Typical 3 prong plug and outlet***



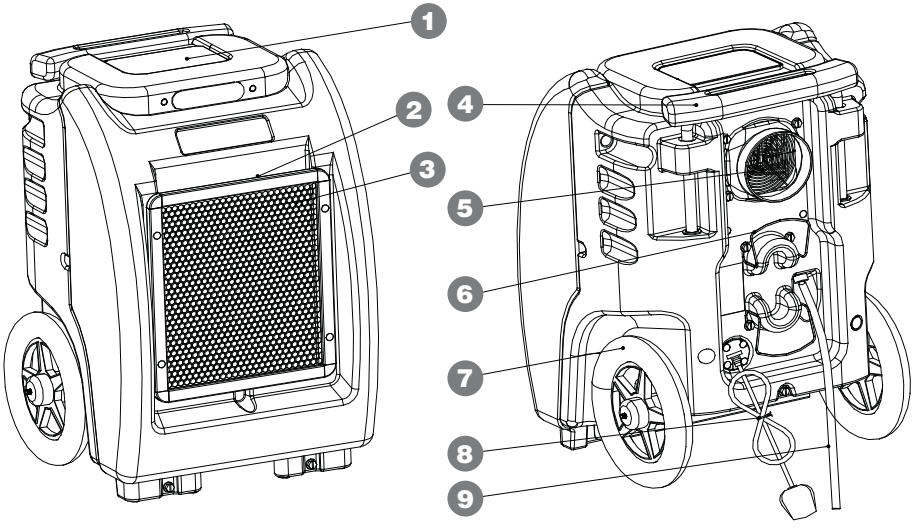
# SAFETY INSTRUCTIONS

## *When using any electrical appliance, basic safety precautions should always be followed.*

**WARNING:** ***To reduce the risk of fire, electrical shock or injury to persons or property:***

1. Always operate the product from a power source of the same voltage, frequency and rating as indicated on the product identification plate.
2. Close supervision is necessary when any product is used by or near children, the elderly, or the infirm. Do not allow children to use the appliance as a toy.
3. Do not operate any product with a damaged power cord or plug, or, after the product malfunctions, is dropped, or damaged in any way.
4. To reduce the risk of electric shock, do not expose the unit or power cord to moisture of any kind.
5. Switch off and unplug from the power source when not in use or before cleaning.
6. Do not place objects on the product or allow objects to obstruct the inlet or outlet openings, or, operate in close proximity to walls or curtains, etc.
7. The use of attachments or accessories not recommended or sold by Ideal Air may cause injury to persons or damage to property.
8. Do not attempt to dismantle the appliance.
9. Do not operate the appliance on a metal surface.
10. Do not use the appliance in artificially hot or humid conditions or allow to be used in a hazardous environment. Consult the product Specifications section for approved operating conditions.
11. Do not clean the appliance with chemical solvents.
12. Children should not be left unsupervised with the appliance.
13. This instruction manual is an integral part of the appliance and should be stored for safe keeping. Always keep with the appliance in the event of sale or for reference to by a service engineer.

# GETTING STARTED




## Unit Features:

1. Digital Control Panel
2. Air Filter
3. Air Intake Grill
4. Handle
5. Air Outlet
6. Hose/Cord Caddy
7. Wheel
8. Power Cord
9. Drain Hose

**⚠ WARNING**

**DO NOT OBSTRUCT THE AIR INLET OR OUTLET.**

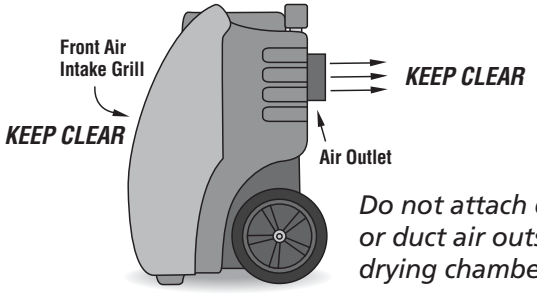
**⚠ IMPORTANT**

Place dehumidifier in the upright position. When transporting the dehumidifier, allow it rest still for 30 minutes before switching ON. This is necessary to allow the refrigerant system to stabilize and avoid system damage.

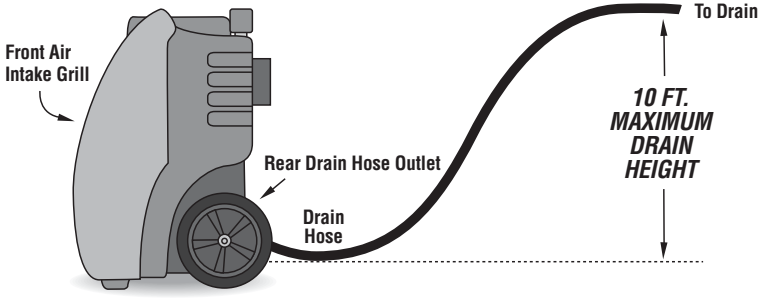
## Setting up the dehumidifier

**PLACE IN ENCLOSED AREA:** For best results, operate the dehumidifier in an enclosed area to create a "drying chamber." Close all doors and windows that open to external areas to maximize the dehumidifier's water removal efficiency. Keep traffic through the drying chamber to a minimum. Place the dehumidifier in the center of the room away from walls and furnishings where airflow may be obstructed.

**PROPER AIRFLOW IS ESSENTIAL!** Do not place this dehumidifier in a position where the front Air Intake Grill or rear Air Outlet is blocked by walls, furniture or any other obsruction. Do not attach ductwork to the unit as airflow restrictions will result.




**ENSURE PROPER DRAINAGE:** This dehumidifier contains a built-in pump that connects to a drainage hose which is stored in the back of the unit. Uncoil the entire hose to ensure that there are no kinks or restrictions and place the unattached end into a drain or run to the outdoors. Ensure that water piped to the outdoors does not create a slipping hazard. To avoid damaging or overworking the pump, do not exceed a 10 foot vertical lift height between the pump and drain.



# OPERATION

## *Digital Control Panel*

**ADJUSTMENT KEYS**
These 2 keys allow you to adjust humidity values and time settings up or down.

*NOTE: To cycle through menu functions, you must press BOTH Adjustment Keys* ***at the same time****.*

**FUNCTION**
Displays menu of unit functions. To cycle through menu functions you must press BOTH up and down Adjustment Keys ***at the same time****.*

**ENTER**
Selects and activates a function or setting.

**PURGE**
Empties the water reservoir.

**POWER ON/OFF**
Turns the unit ON and OFF.

# OPERATION

## *Starting the unit*

**1. Plug in the electrical cord**

This dehumidifier must be plugged into a grounded, polarized 115 VAC outlet rated at least 15 amps.

***Make sure the drain hose is connected and routed to a safe location.***

**2. Turn the power ON**

Press the "Power ON/OFF" key once to turn the power ON.

**3. Set TIME and DATE**

Press the key once to display:

Press both keys ***at the same time*** TWICE to highlight "Clock."

**TOGETHER**

Press to enter clock settings.

Press OR to desired hour, then to access minutes.

**TOGETHER**

Repeat to access year, month and day.

**TOGETHER**

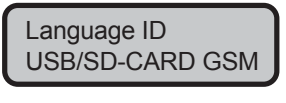
Press when done to exit clock settings.

***NOTE:*** *This unit has an internal battery powered clock, so you do NOT need to set the time and date every time you plug it in or turn Power ON.*

### *OPTIONAL FUNCTIONS:*

When the key is pressed you will see:

While navigating through some functions, it may also display:




*Your unit may not contain these functions, which are OPTIONAL. If not, an error message will be displayed when access is attempted.*

# OPERATION

## *Setting the humidity*

The unit is set at the factory for **CONTINUOUS OPERATION ("CO")** if no humidity adjustments are made, or if you set a humidity level below 26%.

To adjust the relative humidity level from 26% to 90% press once.

Press the key to select "Humidity Setting."

Press or to adjust humidity between 26% and 90%.

*Remember, if you select a humidity value BELOW 26% the unit will display "CO" for continuous operation.*

When desired humidity level is reached press to set.

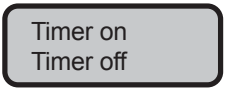
***NOTES:***
*1. When the adjusting humidity between 26% and 90%, operation halts until the humidity setting has been entered and set. When set, the screen will display "completed", and the unit will automatically resume operation.*

*2. This unit has battery backed up memory to allow for auto-restart. If the power is interrupted to the unit, it will return to its previous humidity setting and continue to operation once AC power is restored.*

## *Setting the timer*

**Ensure that the clock is correct before setting the timer.**

To set the timer, press > **TOGETHER** > for




To set a time for the unit to start, select "Timer on" and set the hour (00 to 23) and minute (00 to 59) fields to desired start time. Once the desired start time is reached, select "YES" to set. To set the time for the unit to stop, select "Timer off" and set the hour and minute fields to desired stop time. Select "YES" to set.

***To CANCEL the time display, move the cursor to "ON" and press***

***NOTE:*** *Pressing the "Power ON/OFF" key during timer operation will not cancel timer settings. Also, the unit will not function if both the "Timer on" and "Timer off" settings are the same.*

# OPERATION

## *Purging the unit*

During normal operation the pump purges the condensate reservoir automatically when it is full. However, use "PURGE" before moving the machine to avoid water spillage. The pump will shut off automatically after 40 seconds of continuous operation.

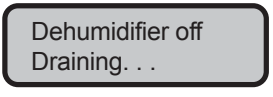
Press the key to empty water from the pump reservoir.

***Make sure the drain hose is connected and routed to a safe location.***

## *Turning the unit OFF*

**DO NOT turn the power OFF by disconnecting the power cord from the outlet!**

Press the "Power ON/OFF" key once to turn the power OFF.
The LCD screen will display the following message:




The water pump will turn on automatically and run for 40 seconds to drain the residual condensate water in the dehumidifier.

To avoid water spillage **DO NOT** move the dehumidifier for at least three minutes after turning the power OFF to allow it time to drain.

Before transporting, be sure to remove the external drain hose, drain it carefully, and return it to the space provided on the back of the unit.

### *ADDITIONAL LCD DISPLAY DATA:*

After Power OFF, the LCD may display summary screens of recent activity and statistics. While not essential for unit operation, this information may be useful for your records.

*NOTE: The "RAN" field displays continuously during operation. Like a car odometer, this shows the total number of hours on the unit and cannot be manually reset outside the factory.*

# MAINTENANCE

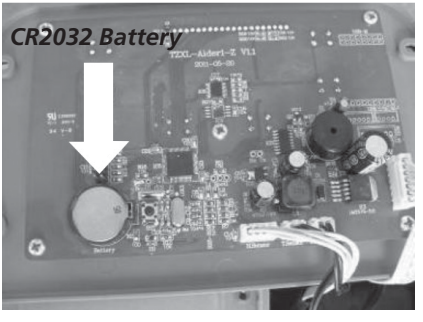
## Cleaning the air filter

Ensure the dehumidifier is turned OFF and plug is removed from the power outlet before performing maintenance.

***NOTE: The working performance of the dehumidifier will be greatly reduced if the filters are clogged.***

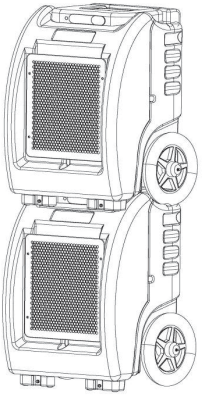
1. Remove the filter as shown.
2. Vacuum any debris from the filter.
3. Using lukewarm water and a mild detergent wash the filter and allow to dry.
4. Once dry, re-install the filter into the dehumidifier.

## Replacing the battery




1. Remove the screws in the four corners of the control panel.
2. Once the screws are removed, carefully lift the control panel to access the the Primary Control Board (PCB).
3. On the PCB is a CR2032 battery. Remove the battery and replace with a new one.
4. Refit the control panel onto the PCB.
5. Refit the four screws.

## Storing the unit



Prior to storing the unit, clean filters and drain water from the unit.

If necessary, stack machines as shown.

***NOTE: Do not stack more than 2 machines high. Be sure to secure the machines to ensure they do not fall or move.***

# TROUBLESHOOTING

## – IMPORTANT –

Do not return the unit to the store from which it was purchased.
Contact Ideal Air Support at (877) 9-Ideal-1 or at support@ideal-air.com.

| FAULT | CAUSE | SOLUTION |
|---|---|---|
| Unit does not operate | No power to machine.<br>Unit not switched on. | Plug in unit; check power at outlet and at base of unit.<br>Switch unit on. |
| Blower wheel not turning | Obstructed blower. | Remove obstruction. |
| Unit operating, but room not dry | 1. Not enough time to dehumidify air.<br>2. Poor air movement in room.<br>3. Excessive moist air infiltration in room. | 1. Allow more time for drying.<br>2. Increase air movement with fans.<br>3. Reduce outside air infiltration into the room. |
| Unit collects too little water | 1. Room air is too dry.<br>2. Room temperature is too low. | 1. Check humidity with hygrometer.<br>2. Increase room temperature.<br>3. Check filter and coils; clean as necessary. |

***WARNING: Before attempting to repair, consult the Service Manual for this unit. This document can be found online at www.Ideal-Air.com. Contact Support at (877) 9-Ideal-1 or at support@ideal-air.com.***

# TROUBLESHOOTING

## Fault codes

The table below shows error messages that the system may report. If the display shows an "ER" message, first unplug the unit and then plug it back in. This may reset the electronics and no further action may be necessary. If an error message reappears, use the table below to help identify the problem.

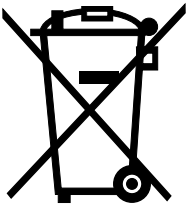
| CODE | ER1 | ER2 | ER3 | ER4 |
|---|---|---|---|---|
| Error message | Coil sensor error | Humidity sensor error | System operation error | Water pump fault |
| Display reading | Flashes every1 sec. | Flashes every 1 sec. | Flashes every 1 sec. | Flashes every 1 sec. |
| Reason | The coil sensor's terminals are not securely plugged in. | The humidity sensor's terminals are not securely plugged in. | The coil is not cold. Both coil and room temperature sensors are reporting within 5° of each other for 10 or more minutes. Possible causes:<br>1. Blower fan has stopped operating<br>2. Compressor has stopped operating<br>3. Sensor error<br>4. Refrigerant loss | Water is not draining from the pump reservoir or there is a lack of power to the water pump. |
| Remedy | 1. Check to ensure the coil sensor's terminal is securely plugged in.<br>2. Replace the coil sensor.<br>3. Replace display panel PCB. | 1. Check to ensure the humidity sensor's terminal is securely plugged in.<br>2. Replace the humidity sensor.<br>3. Replace display panel PCB. | 1. Increase airflow through system:<br>A. Remove ductwork attached to unit.<br>B. Clean and/or remove the filter.<br>2. Check electrical circuit continuity to blower and/or compressor.<br>3. Check installation of pipe sensor to ensure it is seated in housing. Make sure air sensor is not touching coil.<br>4. Check resistance of pipe sensor and room air sensor (contact Ideal Air for data tables). | 1. Make sure maximum lift is not exceeded. End of hose should be no higher than 10 feet above the unit.<br>2. Check pump for debris or blockage. |

***If these solutions do not correct the error, contact Ideal Air Support at (877) 9-Ideal-1 or support@Ideal-Air.com***

# SPECIFICATIONS

| | |
|---|---|
| Dehumidifying Capacity (86°F / 80% RH): | 170 pints / day |
| Dehumidifying Capacity (AHAM Conditions – 80°F / 60% RH): | 100 pints / day |
| Rated Power Input / Current (86°F / 80% RH): | 1300W / 12A |
| Rated Power Input / Current (80°F / 60% RH): | 1045W / 9.5A |
| Power Supply | 110V-120V / 60Hz |
| Refrigerant (type / amount): | R410A / 760g |
| Working Temperature | 41°F~95°F |
| Controls | Electronic Touchpad |
| Process Air | 306 CFM |
| Condensate Pump Lift | 10 ft. maximum |
| Unit Size (inches): | 21.3 x 21.3 x 31.9 |
| Packing Size (inches): | 22.8 x 22.8 x 33.5 |
| Net/Gross Weight: | 104lb / 115lb |

## PLEASE BE RESPONSIBLE



**DO NOT dispose of this product in the trash, on the landscape or into any unsorted waste stream!**

***It may contain hazardous substances that can leach into groundwater and find their way into the food chain.***

**This unit contains VALUABLE RESOURCES that are easy to recycle for re-use. Services available may include:**

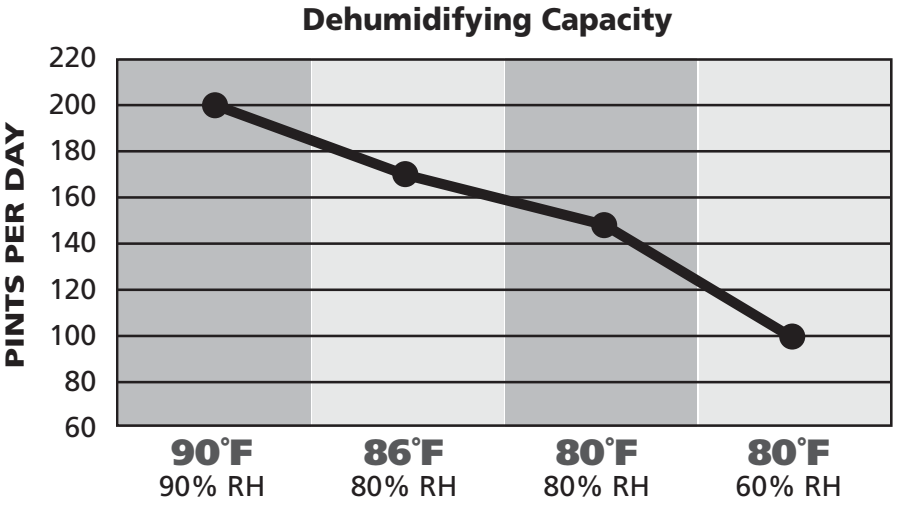
**A. Municipal Collection Systems:** Most cities and towns have established programs where electronic waste can be turned in for recycling free of charge.

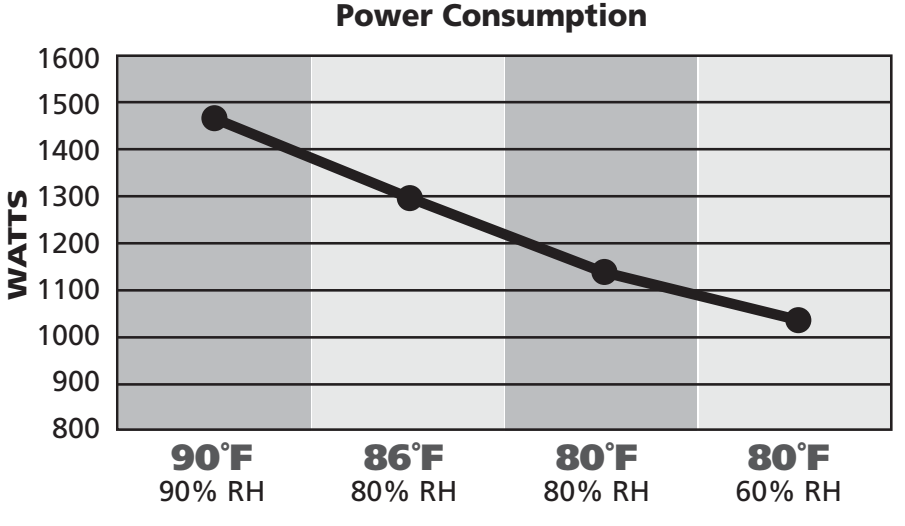
**B. Retailer Return:** When buying a new product, many retailers will take back an old product free of charge.

**C. Manufacturer Return:** Many manufacturers accept old products for recycling free of charge.

**D. Scrap Dealers:** Many scrap dealers will buy old electronics or take them free of charge.

# SPECIFICATIONS




*All temperatures shown represent ambient room temperature.*

# WARRANTY

## Ideal Air CG2 Commercial Grade Dehumidifier

**WARRANTY:** Sunlight Supply, Inc. warrants to the original owner of this product, should it prove defective by reason of improper workmanship and/or material, that the defective parts are warranted for a period of ONE YEAR. This warranty is not transferrable.

**TERMS AND CONDITIONS:**

A. **Replacement Parts.** Sunlight Supply, Inc. will replace any defective part without charge for the part. Replacement parts are warranted for the remainder of the original applicable warranty period. Defective parts may be required to be supplied to Sunlight Supply, Inc. in exchange for the replacement part and become the property of Sunlight Supply, Inc.

B. **No Labor.** This limited warranty DOES NOT INCLUDE LABOR or any other costs incurred for service, or replacement of the parts or System. This includes maintenance, repair, removing, replacing, installing, complying with local building and electric codes, shipping or handling.

C. **Maintenance Required.** These Systems are designed to be maintained by the owner, and the owner is solely responsible for all labor and other costs involved in owner-required maintenance. Instructions for air filter cleaning and other maintenance procedures can be found in the Owner's Manual for the System. Failure to maintain a System may VOID this warranty.

D. **Proper Installation.** This Limited Warranty applies only to Systems that are installed according to the INSTALLATION INSTRUCTIONS. Failure to adhere to the Installation Instructions may VOID this warranty. Modifications to the System will VOID this warranty.

E. **Directions for Warranty Claims:** The following specific steps must be followed to qualify for warranty claim.
   a. ***DO NOT*** return the product to the reseller from where it was purchased. Instead, please contact Ideal Air Support at (877) 9-IDEAL-1 or support@Ideal-Air.com. Ideal Air Technical Support will provide troubleshooting support and help identify failed (if any) parts.
   b. Under some circumstances replacement parts may be unavailable or a defective part may be unserviceable. In these cases, Sunlight Supply, Inc. may choose to: provide a refurbished part or replacement system; pay (up to $300) to a qualified professional repair technician to perform a repair; request the system be returned to Sunlight Supply for repair by Ideal Air Technicians.
   c. Replacement parts may be sent to the store location where you purchased the Ideal Air product. You may be asked to bring the failed part to the store to make an exchange.

F. **Proof of Warranty Qualification.** The warranty period begins at the time of purchase. Proof of purchase shall be an original sales receipt. It is strongly suggested that end-users save their sales receipt. In the absence of the sales receipt, the warranty period shall be begin 90 days after the date of manufacture found on unit (in some cases, within the serial number).

G. **Exclusions.** This limited warranty DOES NOT COVER: property damages, malfunction or failure of the System, or personal injury caused by or resulting from: (a) accident, abuse, negligence or misuse; (b) operating the System in a corrosive or wet environment containing chlorine, fluorine or any other hazardous chemicals; (c) Systems that have had a serial number or any part thereof altered, defaced or removed; (d) System used and/or installed in any manner contrary to the Installation and/or Operation Manual; or (e) damage caused by force majeure or the result of power surge damage caused by lightning and fluctuations in or interruptions of electrical power.

H. **Limitations:** This Limited Warranty shall not be enlarged, extended or affected by:
   a. Any technical advice, information, and/or service to Owner in connection with the System.
   b. Under no circumstances shall Ideal Air be held liable for: (i) damages to person or property; (ii) loss of revenue or profit; (iii) removal or disposal of system, resulting from any product defect.
   c. Some states do not allow limitations on warranties or exclusions or limitation of damages, so the above limitations or exclusions may not apply.
   d. This Limited Warranty is valid only in the continental United States, Alaska and Hawaii, and it is not transferable.

***If this product fails, contact Ideal Air Support immediately. DO NOT return to the store where you purchased this unit from. Contact Ideal Air Support at (877) 9-Ideal-1 or support@Ideal-Air.com.***

# Ideal Air CG2

## Commerical Grade Dehumidifier

### Model #700899

## IMPORTANT

***Product defect? Not working properly?***

**DO NOT return this product to the store where you purchased it.**

**Contact Ideal Air Support directly at support@ideal-air.com or call**

**1-877-9-IDEAL-1**

For answers to the most common questions and a complete technical support library please visit **www.ideal-air.com**

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*All design and specifications herein are subject to change without notice for product improvement. Contact Ideal Air for details, updates and other information.*